

Integrated Service Delivery

California Workforce System, State/Local Partnership

Learning Labs, Summary & Definition

Learning labs and work group responsibility: California's integrated service delivery planning is designed to move forward by identifying strategies and operating models in three key areas:

- common pool of co-enrolled customers composed of WIA Title I Adult and Dislocated Workers, Wagner-Peyser, Long Term Unemployed, Veteran, Migrant Seasonal Farmworker and Trade Adjustment Act.,
- common set of services available to all customers in the pool through a common customer flow, and
- shared WIA, Wagner-Peyser, Veteran, MSFW and TAA staffing of the common integrated service and customer flow.

Work groups involving state and local partners will develop recommended policies, strategies and models. These will be tested through Local Areas volunteering to serve as "learning labs" for proposed models.

A learning lab shall be defined as a commitment of LWIA, local Job Service, CWIB and EDD's Workforce Services Branch to test in field operation recommended policies, strategies and service models put forth by one of the work groups and supported by the larger Integrated Service Planning group. It is a time limited experiment, *though intended as a precursor to both a local and statewide commitment for service integration among WIA Adult and Dislocated Worker, Wagner-Peyser, Veteran, MSFW and TAA programs.*

Each learning lab will include a signed learning lab agreement. Not intended as a comprehensive list, the agreements minimally will:

- fully commit the partnership and resources (as defined in each agreement) of the local Job Service, the LWIA, the State Workforce Investment Division, and other partners as appropriate (e.g., unemployment insurance),
- identify clear start and end dates,
- address the role of each of the other Local Partners currently involved through One-Stop resource sharing or related agreements,

- include an identification of criteria for measuring the success of the learning lab experience, with particular attention to sharpening our understanding of purpose and expectations in service integration and such that is useful in refining operational design.
- consider the impact of the learning lab on local area performance, both in negotiating performance levels and by providing protection to the Local Area from sanction should service integration testing adversely impact performance.

Diversity of experience through learning labs: Given California's existing diversity of One-Stop service models, every effort will be made to establish learning labs through a diversity of these models—including local consortia and contract operators, full service centers and satellites—better to assure that the learning lab experience is transferable to the widest diversity of local systems. Attention shall also be paid to demographic and labor market diversity and to the various regions of the state, urban, suburban and rural.

Key decisions: As they pertain to learning lab experience, essential decisions to be determined as we move toward statewide system integration include:

- Development of parameters and minimums for local integrated services to be used by all Learning Labs in developing and customizing their local integrated services delivery plan.
- Development of initial common measures and integrated services policies.
- Policy guidance for service integration in full service and satellite One-Stops and strategy for integrating current “stand-alone” service centers.
- Establishing criteria for assessing a successful learning lab experience.

Implementation: Planning and strategy development for learning labs will occur continuously through FY 2007-08, with a target date of July 1, 2008 for implementation.

Questions or Comments, Please Contact:

Dennis Petrie, EDD
916-651-6051
dpetrie@edd.ca.gov

Virginia Hamilton, CWA
916-325-1610
vhamilton@calworkforce.org